

ONLINE TICKET SALES REGULATIONS

§1

General Resolutions

1. The following regulations (hereinafter '**Regulations**') define the rules regarding online ticket sales both for groups, and individuals, to the attractions offered by Copernicus Science Centre (20, Wybrzeże Kościuszkowskie St., Warsaw), hereinafter '**Centre**'.
2. An online ticket purchase is available via bilety.kopernik.org.pl/en and is equal to accepting the rules and conditions of the chosen attraction. The rules are available at kopernik.org.pl/en.
3. An online ticket purchase is only possible after registering at bilety.kopernik.org.pl/en, accepting the clauses regarding a consent to processing of personal data, and after completing a payment via Przelewy24 system, owned by PayPro S.A.
4. The current schedules of available attractions are available at kopernik.org.pl/en.
5. Via the online system, it is possible to purchase both individual, and group tickets, for Exhibitions, Lates 18+, and Planetarium attractions (films, shows, concerts, lectures). Additionally, it is also possible to purchase group tickets to labs (Biology, Chemistry, Physics, and Robotics), and to book group tickets for the Buzzz! exhibition. The online system also allows to purchase vouchers for both Exhibitions, and the Planetarium, and a Copernicus Club membership. The rules of Copernicus Club are available within a separate document.
6. If the online ticket purchase was made in violation of the rules of the chosen attraction (eg. breaching the age limitation), a refund is not possible.

§2

Registration

1. A registration form is available at bilety.kopernik.org.pl/en, requiring a name, surname, e-mail address, and setting up a password.
2. Each person who registers online will receive an e-mail, to the address provided in the aforementioned form, with an information, whether their submission was received by the Centre, and whether they already have a registered profile.
3. Providing the correct data in the registration form is required in order to register successfully.
4. The Centre reserves the right to delete an account into which there was no successful login within 24 months.

§3

Online Purchase – General Rules

1. During one login session it is possible to make no more than 3 different transactions of ticket purchase, with a reservation that one transaction can comprise of no more than 77 group tickets, and no more than 10 individual tickets or 10 vouchers for either entrance to the Exhibitions, or a show at the Planetarium.
2. In order to make further (4 or more) transactions online, one needs to log out from the system and wait at least 30 minutes to log in again.
3. Each group tickets online booking receives an individual transaction number, and each requires a separate payment.
4. Each individual tickets online booking receives an individual transaction number, however, they can be paid for in total.
5. While making an online purchase, it is necessary to decide whether a VAT invoice will be required. In order to receive a VAT invoice, the necessary data will be required:
 - a) name and surname, or the name of the receiver;
 - b) address (city, postal code, street);
 - c) NIP number (excluding individuals).
7. The invoice will be delivered via e-mail.
8. Payment for an online tickets purchase can only be done via Przelewy24 system, with a Przelewy24 accepted debit card, with an online transfer, or any other form made available by Przelewy24 at bilety.kopernik.org.pl/en. Information regarding the banks that the system works with is available at kopernik.org.pl/en.
9. The payment should be made within 15 minutes of choosing the date of your visit, without breaking the continuity of the transaction. After this time, the reserved tickets will go back to being available for sale.
10. Within 30 minutes of the finalisation of purchase, our system will deliver an e-mail to the address provided in the form, containing a confirmation and a transaction number, as well as online tickets attached as PDF files, with QR codes. Any returns of purchased tickets are regulated by "Rules for Visiting Copernicus Science Centre" / "Planetarium Regulations".

§4

Exhibitions in The Centre

An electronic ticket allows to enter the Exhibitions area on the day of the visit, no more than 30 minutes before the exact hour of the booking, and no more than 60 minutes after. If the tickets are not used within the time frame provided by Copernicus, a refund is not possible.

§5

Labs

1. Before making an online purchase, please read the descriptions of the workshops provided by the Chemistry, Biology, Physics, and Robotic Lab. A detailed schedule is available at kopernik.org.pl/en.
2. For organised tours, the cost of partaking in Chemistry, Biology, Physics, and Robotic Lab is

independent of the number of persons in the group, with the reservation that the limit of participants is 16. The cost is specified at kopernik.org.pl/en.

3. It is necessary to arrive at the labs at least 10 minutes before the beginning of the workshop. After the workshop starts, nobody can join in. This applies also to a whole group being late. In case of a no show, including due to being late, neither a refund, nor a ticket exchange are possible.

§6

Planetarium

1. Additionally with a Planetarium ticket, it is possible to purchase Exhibitions and Labs tickets, with accordance to § 4 and 5.
2. The electronic ticket allows to enter the show at the time indicated on the ticket. One must arrive at the projection hall no less than 5 minutes before the show begins. In case of a no show due to being late, neither a refund, nor a ticket exchange are possible.

§7

Vouchers

1. It is possible to purchase Vouchers for Exhibitions and for both 2D and 3D shows at the Planetarium.
2. Each Voucher comes in the form of an alphanumerical code.
3. In order to exchange the Voucher for a ticket, the code is required during an online purchase or at a cash desk.
4. Each Voucher has an expiration date. Exchanging a Voucher for a ticket is only possible before that date.
5. Whether or not it is possible to use a Voucher for a specific attraction, depends of the attraction's availability.
6. One Voucher can be exchanged into one ticket. It is impossible to exchange a Voucher for a package deal or its part.
7. A Voucher cannot be exchanged for its monetary value.
8. A Voucher's expiry date cannot be postponed.
9. After exchanging a Voucher for a ticket, it is no longer possible to return the ticket and restore the Voucher.
10. After 14 days from the purchase of a Voucher, it is no longer possible to get a refund. In case of returning an unused Voucher less than 14 days after the purchase, a processing fee of 5PLN will be charged.
11. Any holder of a Voucher, when passing it to a third party, is required to inform the new holder of the rules of using Vouchers.

§8

Final resolutions

1. Any complaints regarding an online ticket purchase need to be submitted within 7 days from the moment of the purchase. Complaints should be issued via electronic mail, at info@kopernik.org.pl, or in written form to the Centre's address, to the Customer Care Department, or in one of the Centre's cash desks. Complaints will be viewed within 14 days from the complaint's submission. Information regarding the decision will be delivered in written form or via e-mail.
2. Centre reserves the right to revision the Regulations. Any alterations to the Regulations will be available at kopernik.org.pl/en and in the cash desks.
3. The Regulations are an integral part of the “Rules for Visiting Copernicus Science Centre” and “The Planetarium Regulations”, available at kopernik.org.pl/en.
4. In situations not regulated by the Regulations, the following shall apply: “Rules for Visiting Copernicus Science Centre” and “The Planetarium Regulations”, and the specific regulations of attractions/events, that the tickets are for.
5. The prices of online tickets are specified at kopernik.org.pl/en.